

Easterling, Deborah

000311
2011-47WS

From: Easterling, Deborah
Sent: Monday, June 13, 2011 1:48 PM
To: 'Merri Cantey'
Subject: RE: Protestant, 2011-47-WS

230338

Dear Mr. & Mrs. Cantey,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

-----Original Message-----

From: Merri Cantey [<mailto:mcantey1@att.net>]
Sent: Monday, June 13, 2011 9:35 AM
To: Contact
Subject: Ref: Protestant, 2011-47-WS

Hello,

I would like to make a formal complaint against Carolina Water in opposition to their proposed rate increase of 80%. As a resident of Forty Love Point and a customer of Carolina Water, I do know for a fact that when we go to sell our home in the future, I will have to replace at least one of my toilets and the jets in the jacuzzi tub, and all drain accessories due to the permanent brown stains and discoloration. While they are asking for a rate increase, I would like to be reimbursed for having to purchase many extra bleaching supplies to remedy the brown water problems that have occurred since we moved into the neighborhood in 2005.

An 80% rate increase? For below average service? An 80% rate increase is too much to ask for a company that provides good service.

Our neighborhood has suffered enough from Carolina Water, unfortunately there are no choices about who our water company is, but I assure you, they do not deserve to be paid more.

We deserve more as customers! Please consider not allowing them to raise our rates! We have paid enough for the problems we deal with everyday due to our poor water quality.

Thank you,

Merri and Trey Cantey
302 Forty Love Point
Chapin, SC 29036